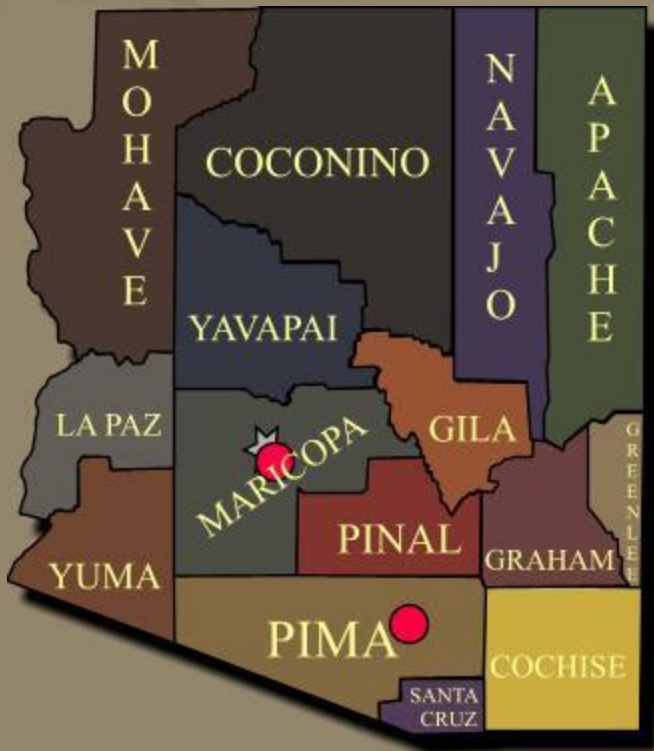


# COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2016-2018

Commission on Technology  
Analysis, Review, and Approval  
June 5, 2015



# 2014-2016 ITSP Development

- ▶ COT directed **change to scope** of plan updates for urban LJs and superior courts on annual submittal timeline; rurals remained as is
- ▶ Continued **two-step planning approach**
- ▶ Collected **business drivers** first; **no February COT** to share them
- ▶ Collected updated **IT initiatives, projects, and inventories**
  - Focused on **project lifecycle and alignment** information
  - Inventory relied largely on TRP **post-refresh** numbers
  - Updated some **statewide projects'** impact information
- ▶ Will recap **notable accomplishments, plans, and issues** in risk analysis approach, then request approval for each plan
- ▶ Will **communicate** COT decision/concerns to each presiding judge
- ▶ **Approach for next year** will be 2 urban counties plus all rurals not included this year – 8 plans

# COT Review/Approval of Projects

- ▶ **Recognizing** in concept the local needs, initiatives, and drivers for technology projects
- ▶ **Approving** only specific projects that clearly conform to existing standards and directions and have sufficient detail provided in plan
- ▶ Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided
- ▶ **Rejecting** specific projects that appear to run counter to adopted directions and priorities
- ▶ **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology

# Court Business Trends

- Increase operational efficiencies, public access to court services as well as cybersecurity, physical security, and formal business continuity planning
- Recruit and retain a well trained, motivated workforce
- Expand justice integration and electronic information sharing
- Expand video for court proceedings, training, cust svc
- Improve or expand facilities and their usefulness to changing caseloads
- Continue digitization efforts and replacement of outdated systems & infrastructure

# Court Technology Trends

- ▶ Desire to get/share **digitized materials** including e-filing, local public access solutions, online fillable forms, backscanning historical docs – balance rapidly tipping toward digital input
  - **Workflow software** growing topic at GJ level, especially in OnBase
  - **eCitation** now clearly the norm for handling citation load
  - **Disconnected scanning** now adopted by 59 LJ courts
- ▶ Local **video projects** growing in number, though most in concept stage, motivation is addressing LEP, court reporting shortages, making court friendlier for users, training clerks
  - IA demands within county continue to grow
  - Already seeing associated bandwidth/traffic priority impacts
- ▶ **Out-of-support** operating systems, office productivity tools, and database management tools continue to **be addressed over time**
  - **Gaps will widen again** as EA targets get updated in FY16

# Ageing Software Details\*

Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows NT 4 s	12/31/2002	12/31/2004	Windows 2000 s
Windows 2000 s	6/30/2005	7/13/2010	Windows 2003 s
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008 s
SQL Server 7	12/31/2005	1/11/2011	SQL 2000
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows XP	4/14/2009	4/8/2014	Windows 7/8
Visual Studio 2005	4/12/2011	4/12/2016	Visual Studio 10/12

\* Dates according to Microsoft product lifecycle support website

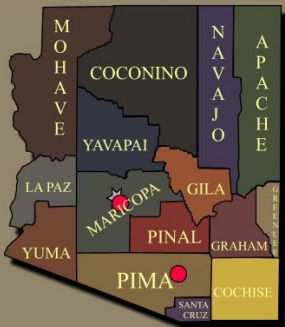
# Court Technology Trends (cont'd)

- ▶ Frustrations continue over lack of statewide **e-payment solution**
  - Courts that adopted early are already changing vendors
  - Most part of county- or city-standard solution
- ▶ Courtroom **audio/video refreshes** underway; plans in place to expand reach and coverage, including **remote interpreters** in rural superior courts
- ▶ Several courts pursuing local resources to write own custom reports
- ▶ Continued turnover of local court technology resources; most project end dates getting extended
  - Project numbers hard to compare due to “lite” approach
- ▶ **Common items** I won't cover for every court
  - OnBase upgrade, PC refresh, disconnected scanning, website work, JOLTSaz



# COCHISE COUNTY COURTS

- ▶ Desire full e-filing of civil cases and enhancing public access to older documents; LJs desire **electronic reporting to DPS**
- ▶ Probation pursuing A+ School system for LearnLab; updating Juvenile phone system
- ▶ Establishing Veterans' Court; continuing longrunning Arizona Memory Project
- ▶ Implemented credit card payments via the web using Point and Pay; all courts on disconnected scanning
- ▶ Implemented and now expanding **videoconferencing** for court reporters and remote interpreters; improved courtroom audio
- ▶ **Risk: Numerous containment and retirement items with no plans to replace or update; unsupported financial programs including MS-Money for jury mgmt**





# GRAHAM COUNTY COURTS

- ▶ Re-implemented FARE collections in AJACS CMS
- ▶ **Replaced GroupWise** with Outlook/Exchange countywide
- ▶ Implemented/improved video conferencing equipment and digital recording in limited jurisdiction courts
- ▶ Superior Court and Safford Justice Court plan to provide video remote interpretation
- ▶ JP#1 considering standalone OnBase system or disc. scanning
- ▶ Plan to complete video surveillance system throughout Superior Court facility; Safford Muni moving to new facility
- ▶ **Risk:** Some courts use local forms package (OMNI forms)



# GREENLEE COUNTY COURTS

- ▶ Began distributing minute entries to attorneys electronically
- ▶ Using videoconferencing to reduce travel and address resource shortages; planning to better preserve older audio records
- ▶ Obtained FTR Gold for Justice Court use; upgraded FTR Gold at superior court and instituted backup procedures for audio files
- ▶ Continuing to improve physical security in superior court
- ▶ Planning to work with county justice partners to eliminate re-keying of criminal data
- ▶ **Risk:** No LJ court input to plan. Local “**Dave’s Program**” still in use for Probation, even with Windows 8.1



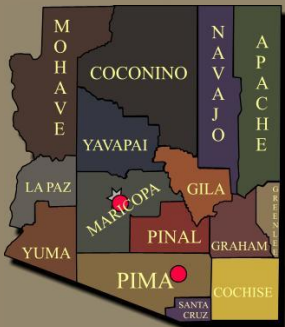
# LA PAZ COUNTY COURTS

- ▶ Continuing to pursue comprehensive **paperless court** operations
  - Electronic records transfers to COA1 and then to other courts
  - EDMS, standardized forms, e-Payment, e-Citation, eAccess
  - Plan to get remaining LJ courts on disconnected scanning
- ▶ Enable court-to-court videoconferencing
- ▶ Adding a court interpreter on staff, addressing LEP participants' needs
- ▶ Migrated merchant accounts to secure virtual terminals; moving ePayment processing to a new vendor
- ▶ Provided online WestLaw access to each court in county
- ▶ **Risk: Windows NT public workstation** reported but plan to replace



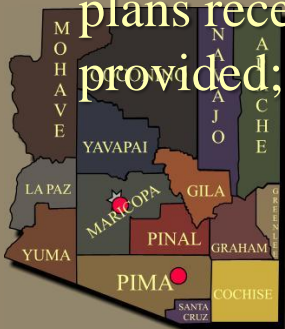
# MARICOPA COUNTY GJ/MCJC

- ▶ Focus on digitization, internal and external information sharing, and electronic access to court and public records
- ▶ Maximize limited resources and use creative management to address workforce needs
- ▶ Continuing ICIS Next Generation CMS development; improved performance and resource usage
- ▶ Clerk enabled direct e-filing of court documents from iCIS; began managing grand jury cases electronically w/ OnBase WorkView
- ▶ Juvenile 15-minute bed check application completed
- ▶ MCJC completed OnBase rollout to all 26 justice court precincts
- ▶ **Risk:** Wide range of **retirement items still in production** use; lack of detail on huge **iCISng project**



# MARICOPA COUNTY LJ COURTS

- ▶ **Chandler** enhanced data exchange with e-citation vendor; replaced XP PCs
- ▶ **Gilbert** upgraded FullCourt CMS again and implemented FCE scanning module
- ▶ **Glendale** added local case info to city website; completed mental health court app; began recurring billing/autopay for payment contracts
- ▶ **Mesa** switched from AJACS to Tempe's system; began local development
- ▶ **Phoenix** created new PO module; started JAM-to-Panther code migration
- ▶ **Scottsdale** ended paper file creation; developed new CourtEZ software
- ▶ **Tempe** made numerous CMS enhancements and purged closed cases at end of retention period
- ▶ **Risks:** “fileless” and paperless ops without 1-507 exemptions in place yet; Tempe still has XP; ERR&D purge requirements apply to local CMSs but no LJ plans received; Gilbert and Tempe FARE interfaces still lacking. No Mesa update provided; Chandler, Phx and Scottsdale AZTEC replacement p



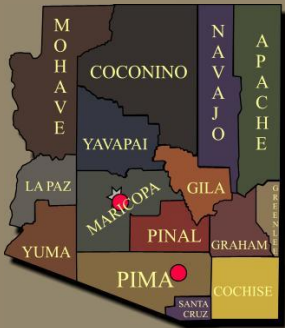


# Clarifying CMS Direction for LJs

- ▶ ACJA 1-501 prevails, even for non-ACAP courts
- ▶ Grandfathered non-standard CMSs must interface with state systems at local expense (1-501 and 1-505)
- ▶ AJACS is COT's standard replacement product for any end-of-life CMS
- ▶ A CMS other than AJACS requires explicit COT exception to be granted
- ▶ Maricopa LJ courts need to declare intentions soon to ensure sufficient AOC resources exist for transition

# MOHAVE COUNTY COURTS

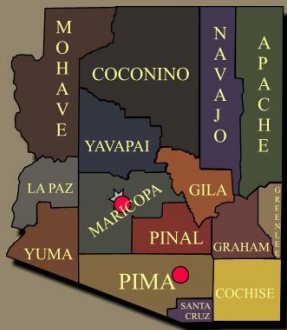
- ▶ Expanding community outreach using kiosks for various functions; redesigning public website; and creating service videos to explain court processes
- ▶ Managing jury merge/purge process without vendor intervention
- ▶ Constructed several local applications (superior court)
- ▶ Expand integration with justice partners; facilitate integration with other records management systems
- ▶ Improve case management practices and service levels, making use of automated performance measures leading to a judicial dashboard
- ▶ Changed out e-payment vendor for limited jurisdiction courts
- ▶ **Addressed architecture issues** from previous plan
- ▶ **Risk:** Pursuing superior court **workflow solution** outside AJACS; not participating in **OnBase CDR**; high number of **local bolt-on apps**





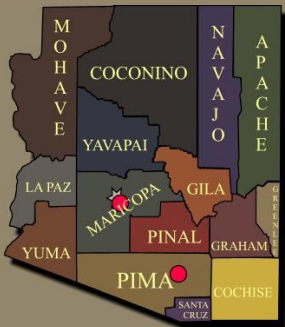
# NAVAJO COUNTY COURTS

- ▶ Restored lost collections functionality in AJACS
- ▶ Replaced credit/debit card processing solution with n-Court
- ▶ Implemented early resolution court
- ▶ Made countywide integrated phone system (VOIP) work for courts on AJIN, with AOC assistance
- ▶ Planning to expand videoconferencing to more appearance types in justice courts and into Juvenile Detention
- ▶ Exploring migration from Polycom system to Lync solution for administrative video needs
- ▶ **Risk:** Still dependent on retirement Kofax hardware solution for document scanning 2 years later



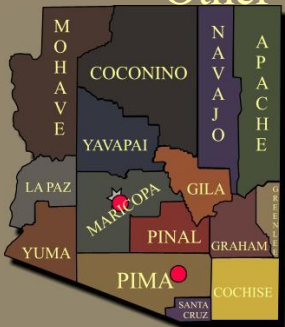
# PIMA COUNTY COURTS

- ▶ Continued development of functional enhancements for AGAVE CMS; extending AGAVE to juvenile bench with JOLTSaz integration
- ▶ Anxious to expand statewide electronic filing project to more law firms and case types; pilot court for new statewide eBench solution
- ▶ Participated in VOIP phone replacement; pursuing secure cloud computing for judicial staff
- ▶ Implementing new server backup technology with disaster recovery functionality; identifying a disaster recovery site and implementation plan
- ▶ Clerk completed PC refresh and moved from paper reporting to DPS ADRS Web reporting tool; implemented party matching for e-filing
- ▶ Clerk improving services available on websites, adding Spanish language offerings, and revamping public access to electronic records



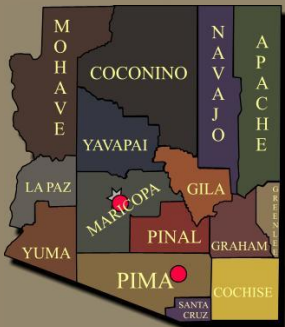
# PIMA COUNTY LJ COURTS

- ▶ PCCJC now pursuing AGAVE enhancements and FARE interface after implementing last year
- ▶ Completed many technology enhancements as a part of move to new facility
- ▶ Establishing better disaster recovery site for court systems
- ▶ Focus on improving records management, expanding digitization, and collections/web payments
- ▶ Tucson refreshed PCs, began constructing AJACS environment; cleaned up AZTEC data and removed more bolt-on applications
- ▶ **Risk (for all): Numerous out-of-support DBMSs and O/Ss**
  - Juvenile court still relying on **FTP for scheduled file transfers**
  - **Tucson still has WordPerfect** but pursuing replacement
  - Other projects in place to replace end-of-life hardware and software



# YUMA COUNTY COURTS

- ▶ Improve case processing using **workflow software**, performance measures, and automated ticklers
- ▶ Plan to relocate JP#1 and establish new superior court division
- ▶ Update and expand scope and use of courtroom wireless access as well as audio/video recording
- ▶ Already underway with JOLTSaz conversion/implementation prep
- ▶ Implemented technology to support new Mental Health Court
- ▶ Continued multi-year audio/video upgrade project; increased access to interpreter services
- ▶ Expanded courtroom docket display monitors into justice courts
- ▶ **Risk: Access data + QuickBooks in Probation; MS-Money at Clerk's Office; OoVoo PC videoconference vs Polycom in 2 LJs; number of retirement products not addressed**



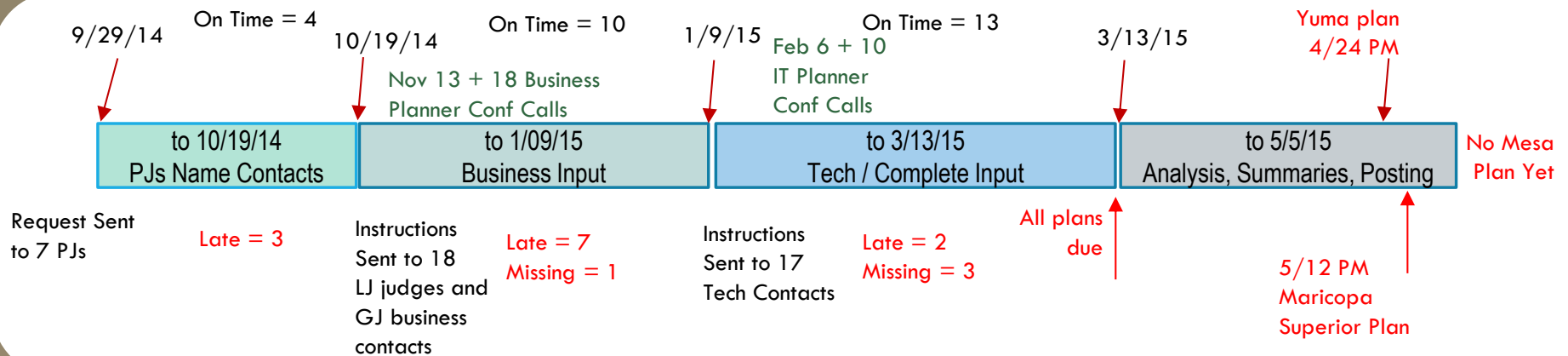
# Recap of the “Lite” Process FY16-18

- ▶ Business input merely a comparison to previous year local and statewide initiatives
- ▶ All new accomplishments input
- ▶ Reviewed statewide initiative text, impacts, timelines
- ▶ Technical input was only to project summary info and enterprise architecture comparisons to targets
- ▶ No inventory updates or counts included
- ▶ No input from ACAP courts in county
- ▶ AOC dealt with non-ACAP LJ contacts directly
  - 7 in Maricopa, 2 in Pima, doubling prep effort

# “Lite” Cycle Lessons Learned

- ▶ Dealing directly with LJs complicates prep effort
  - 9 plans became 18; no more coherent county plans
  - May only reflect teething pain w/ new process
- ▶ Maricopa Superior unable to complete “lite” plan updates in 5 months, 8 weeks after deadline
  - 6 of 7 LJs completed on time, 1 never responded
- ▶ Possible to characterize projects solely from Word tables to complete summary for COT, little detail
- ▶ Bottom line: How much emphasis on planning process vs. mere submittal of a “plan?”

# County & "Lite" Plans Submittal Timeline





# Next Steps / Direction

- Notify Presiding Judges of all decisions
  - Obtain revised plans where directed
- Begin work on Branchwide IT Plan for Sept.
- Decide approach & materials for next year
  - Rurals not submitting FY16-18 plans
  - Urbans
    - Full update or lite again?
    - All project details or only summary items?

# Questions

